Brown University Libraries Technology Plan - 2004

VISION

The Brown University Library seeks to create and develop both resources and services that are critical to the current and evolving faculty teaching, student learning, and curricular needs at Brown; to connect the teaching/ learning community with information resources; and, to enhance both the classroom and life-long learning experience of members of the 'College' community as they seek, identify, and work with information resources in all media. The Library seeks to accomplish this by focusing on core areas where technology integrates into today's academic library.

- To ensure a high level of Technology Support within the Library by developing and providing a flexible yet stable technological infrastructure that supports the work of the Library and its purpose as an extended classroom, and providing for the technological training of all who work to support the Library as an extended classroom.

- To identify, evaluate, integrate, and expand the Access Technologies that support an environment of integrated electronic information and the need to create a functional service in which to serve the role of the Library to connect its resources to all users at any place where learning and research occurs.

- To expand the role of Digital Scholarship at Brown by focusing resources on and establishing methodologies so that the local and global research communities are enriched by the Library's editing and publishing of original scholarly digital products that make a contribution to scholarship today and tomorrow.

- To create processes, services, and infrastructure of evolving Curricular Services through which faculty and student efforts to create and produce digital and multimedia curricular materials, rich with information content, are supported, sustained and integrated with one another and with an ongoing library of (Library-generated) digital/multimedia tools for curricular purposes and have a core multimedia infrastructure that allows them to present and view teaching material and class assignments using appropriate current and emerging digital & multimedia technologies.

This vision acts to support the strategic plan of the Brown University Library as laid out in "Collecting and Connecting for the Extended Classroom: Brown University Library Enters the 21st Century – A Strategic Plan for the Brown University Library."

GOALS:

The Brown University Libraries have established goals at two levels that will drive its efforts in technological development and support. The Library has identified long range priorities that act to focus and drive annual goals. With the re-organization of

the Library to align with its strategic plan, annual goals oriented to the vision of the technology plan serve to move the Library meeting its long term priorities.

Long Range Strategic planning:

The long range goals of technology planning are defined within two core documents. Within the document "Collecting and Connecting for the Extended Classroom," the section "Preparing the Library for the 21st Century" establishes goals that focus on technology, the financial resources needed to support the technology, and the organizational and staffing needs to ensure ongoing success in the implementation of technology. The "Technology Task Force Report," which is also part of the strategic plan document, outlines the "elements which are critical issues in all of our planning decisions related to technology," and it outlines additional goals with objectives that focus on the core areas where technology integrates into the library.

The other document is the "Brown University Library Technology Staffing and Organization Report," which is referred to as the "Wittenborg Report", and "Library Technology Action Plan Report" which followed, also serves to identify goals and objectives that focus the Library's technology planning process. Through the evaluation of these documents and the goals therein, the Library is able to plan annual goals that serve to continue build on the achievements already accomplished.

Short Term Goals:

Short term goals that serve to further the strategic plan of the Library are now created on an annual basis. These annual goals serve to move the Library step by step toward reaching the long term goals established in the planning documents previously mentioned.

GOAL :
Standardize Software on all staff computers to improve interoperability among staff workstations, to align the software to the improved current Brown level of support, and to stabilize computers to ensure optimized functioning by December 2004.

MEASURE
All staff computers in the library are standardized with same version of software applications and have been configured to optimize performance.

ACTION STEPS
1. Identify applications and operating systems to be loaded on computers.
2. Identify computer configurations that are impacting staff computer performance
3. Plan for distribution of software with staff to reduce impact of computer downtime
4. Upgrade computers to ensure all computers are able to run new software.
5. Install new softwares
6. Configure systems to improve performance after installations
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GOAL :

Plan and provide training to ensure staff are able to functionally use new software installed as a result of the standardization of computer software on staff computers by December 2004.

MEASURE
All staff have converted and are using the new applications and hardware to conduct their work.

ACTION STEPS
1. Identify software in which training will be provided.
2. Schedule group training sessions
3. Evaluate success of training sessions
4. Follow up with staff in need of individualized attention.
5. Evaluate level of usage of newly installed applications

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GOAL :
Main Library is Internet accessible from all locations within the building by July 2004.

MEASURE
Users can access the Internet via a network tap or via wireless connections from any location on all floors in the Rockefeller Library.

ACTION STEPS
1. Work with campus Network Services to determine where hardware will be installed.
2. Establish level of support that will be provided in locations within the Library
3. Coordinate the installation to reduce intrusion on users and staff
4. Evaluate final implementation
5. Follow up with Network Services upon completion of the installation to resolve any problems.
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GOAL :
Improve printing services within the Library through the implementation of print release stations by July 2004.

MEASURE
Release staions .

ACTION STEPS
1. Evaluate print release station software
2. Install software on test server
3. Plan steps to deal with problems from test implementation
4. Install service in remote labs
5. Install software and stations in Sciences Library
6. Install software and stations in Rockefeller Library
7. Evaluate system under full working conditions
8. Install software and stations in remaining libraries

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GOAL :
Users are able to search across multiple databases through a simplified web interface available through Metalib before Fall semester 2004.

MEASURE
A beta version of the Metalib software is available to users during the Spring semester.

ACTION STEPS
1. Obtain legal clearance to sign contract for purchase of Metalib software; schedule training and implementation.
2. Customize Metalib to integrate with other library resources
3. Test beta version with users
4. Work with GS and SR to launch Metalib.
5. Assess effectiveness

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GOAL :
Each academic department, program, center, etc. has access to an online gateway to resources and services, ready for customization by SR by January 15, 2004.

MEASURE
An online gateway prototype is available for customization by SR members by January 15, 2004.

ACTION STEPS
1. Work with SR to identify the components of an online subject gateway.
2. Develop a tool for storing information about electronic resources in a database and delivering it dynamically to the web.
3. Create a staff interface that allows SR members to directly add to and update their subject gateways.
4. Work with SR to assess the effectiveness of the prototype.

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GOAL :
By Spring semester 2004 faculty can submit, edit, and track their reserve lists online; reserve lists are integrated with WebCT.

MEASURE
An online course reserve system, with automated links to WebCT, is available for testing by mid-December 2003 and ready for production before the start of Spring semester 2004.

ACTION STEPS
1. Work with CIS' Instructional Technology Group to develop procedures for creating e-reserves and for linking course reserves on WebCT (Fall 2003)
2. ITG tests course reserve form with selected faculty (Dec 2003)
3. Train course reserves staff to use online system (Dec 2003 – Jan 2004)
4. Assess effectiveness

FUTURE ACTION
1. Integrate course reserve system with Brown Ears (audio reserves) and the video reserve system which is currently in development.

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GOAL :
Users can recall library materials directly through Josiah at any time or place without staff intervention by May 2004.

MEASURE
The Josiah REQUEST function is enabled by May 2004.

ACTION STEPS
1. Identify categories of material included
2. Test potential user messages on users
3. Work with GS to launch service

FUTURE ACTION
1. Extend REQUEST function to other categories of material

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GOAL :
MA staff directly update web lists of electronic resources; staff have tools to manage selection, licensing and statistical information for electronic resources by May 2004.

MEASURE
An electronic resources management system [NerdPlus] is in place by May 2004.

ACTION STEPS
1. Develop tools for storing information about electronic resources in databases and delivering it dynamically to the web.
2. Create a staff interface to add to or edit web lists simultaneously with Josiah database maintenance.
3. Work with MA staff to implement NerdPlus.
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GOAL :
All AT members acquire and use critical start-up skills and stay current with in-demand technologies

MEASURE
Each AT member will learn and use one NEW skill or tool from the list below.

CRITICAL SKILLS
1. HTML, CSS
2. MySQL, PHP
3. JOSIAH database management
4. BLOGS, RSS
5. Usability testing
6. Web & accessibility standards
7. Other …
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GOAL :
Users have access to descriptive, keyword, and contact information for all named collections by Spring Semester 2004.

MEASURE
100% of 'hidden' collections are listed on the Collections A to Z list by July 2004

ACTION STEPS
1. Develop a tool for storing information about collections in a database and delivering it dynamically to the web.
2. Create a staff interface that allows staff to add to or edit collection information directly.

3. Work with SR to check the comprehensiveness of the Collections A to Z list against 'hidden' collections lists – backlog reports, special collections lists, etc. – and to develop a plan for completion

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GOAL :
Users can navigate to frequently used resources from anywhere on the library web using a consistent, easy-to-understand, and tested navigation scheme that complies with accessibility standards. [Redesign top-level navigation for testing by April 2004]

MEASURE
A new top-level navigation scheme is available for testing by April 2004

ACTION STEPS
1. Identify global links
2. Revise header to allow for easy modification and to work for web or print
3. Conduct user testing of revised header against old header.

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GOAL :
Prototype Digital Repository is complete with appropriate working tools to make it functional [July 2004]

MEASURE
A working repository is set up and is accepting data.

ACTION STEPS
1. Evaluate current status of prototype digital repository
2. Complete search tools for the repository
3. Complete retrieval tools for the repository
4. Complete data loads
5. Begin work on digital preservation components

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GOAL:
Each Academic department, program, center, etc. has access to web pages that guide them through resources and services available to them and their discipline

MEASURE
75% of the disciplines in each SR community has subject guide available via web

ACTION STEPS
1. Each SR member collects data and creates content for discipline specific web pages along with contact information
2. Using template developed by SR 3 and Access Technology, each SR member inputs data and textual content from number 1 above
3. Each SR member maintain contact with faculty in order to continually revise and update individual web pages

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GOAL:
Develop Web-based pilot reference service by Spring 2004

MEASURE
All Gateway staff as well as staff at the Rockefeller Reference desk are trained in use of chat software. Users will receive response to queries within fifteen minutes of opening chat session.

ACTION STEPS
1. Train staff to support chat reference
2. Load software on relevant machines
3. Draft revised BUL web pages to provide links
4. Develop assessment mechanism

Budget:

      Financial support directed to support technology and technology training comes from three core areas. Brown's Computing and Information Services (CIS) Department conducts work that directly overlaps and impacts the University Library. The operational budget of CIS ensures that the University's networks and telecommunication systems remain stable and technologically current. CIS also provides direct support of library servers and other servers that support the library and other university departments. Projects like the network upgrade of the main library are fully funded by CIS. The printer release station installation is partially funded by CIS. Technology training is also directly supported by CIS.

      In addition to the support received from CIS, a part of the library's operational budget is committed to technology. In FY04, the library's operational budget is over $640,000. Of this, the following line items directly support the technology needs of the Library.

- Computer Replacement $10,000
- Computer Equipment $15,000
- Server Maintenance Contracts $11,315
- Computer Repair $ 1,000
- Computer Supplies/Software $26,000
- Telecommunications $56,000
- OPAC Maintenance Contract $64,000

      Special allocations are also made available to fund technology that improves resources, expands current technologies, or adds new technologies. Funding for these projects is in addition to money allocated to base budget line items.

- Technology requests - $30,000
- Exlibris Metalib - $25,738
- Staff training & logistics - $ 7,500 (recommended emphasis on critical technological training necessary for SGs to perform fundamental work)

Training:

      Training of staff in the use of new technologies and current technologies that are constantly changing is paramount. In order to leverage technology to benefit the library and its patrons, and to achieve the library's goals, training must be a continuously integrated part of the work of the library. Because Brown University itself is an

academic environment, the concept of training and continuing education is a foundation of the institution that the library seeks to exploit.

Many of the annual goals mentioned above include a training component to ensure that staff skills progress as technology changes and goals are achieved. The inclusion of a training component when developing technology goals is identified as an important step to the success of these goals. In addition to targeted training in support of staff seeking to achieve a goal, additional training will be made available to expand the skills of all staff within the library.

Currently, the library has two staff members who have as a primary responsibility the training of staff. Their focus is on technology training. The addition of these two positions is a result of the "Library Technology Action Plan Report" in the section on staffing. These staff positions are "responsible for increasing the technical knowledge and skills of all library staff through training and one-on-one consultation." Workshops relevant to the library needs are provided and technical tips are distributed to the staff. Additional computer education opportunities are made available by the University. Classes are provided to staff on how to use many of the software applications that are supported by the University.

Referenced Documents and websites – URLs

Collecting and Connecting for the Extended Classroom: Brown University Library Enters the 21st Century – A Strategic Plan for the Brown University Library - http://www.brown.edu/Facilities/University_Library/MODEL/SPSC/index.html

Preparing the Library for the 21st Century section - http://www.brown.edu/Facilities/University_Library/MODEL/SPSC/Preparing.html

Technology Task Force Report – http://www.brown.edu/Facilities/University_Library/MODEL/SPSC/TTF.htm

Library Technology Action Plan Report - http://www.brown.edu/Facilities/University_Library/MODEL/LTMG/wittaction.pdf

Brown University Library Technology Staffing and Organization Report – http://www.brown.edu/Facilities/University_Library/MODEL/LTMG/wittenborg.pdf

Brown computer education opportunities - http://www.brown.edu/Facilities/CIS/Training/